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Co-designing tools for engagement in care homes [abstract only]

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Co-designing tools for engagement in care homes

Dr. Claire Craig and
Helen Fisher

LAB 4 LIVING

www.lab4living.org.uk

Member of European Network of Living Labs

DESIGN4 HEALTH

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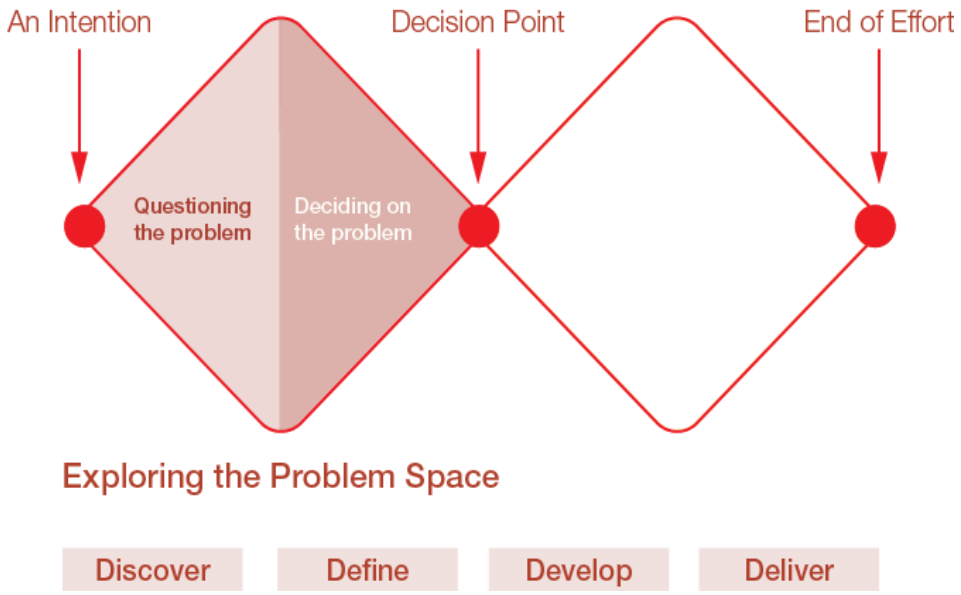
Engaging in knowledge exchange with diverse companies and organisations to make better roducts and packaging

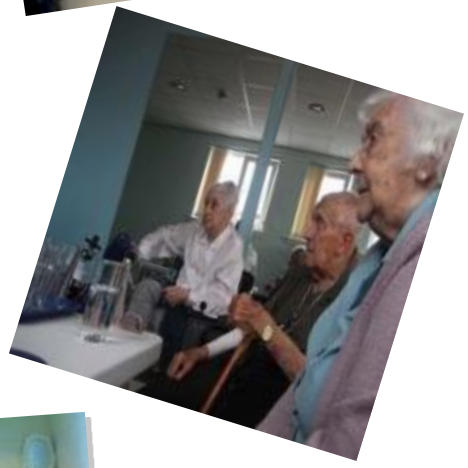
Fundamental to all we do is designing with people

Codesign

Codesign is an approach to design attempting to actively involve all stakeholders (e.g. employees, partners, customers, citizens, end users) in the design process to help ensure the result meets their needs and is usable.

This approach goes beyond consultation by building and deepening equal collaboration between citizens affected by, or attempting to, resolve a particular challenge. A key tenet of co-design is that users, as 'experts' of their own experience, become central to the design process (Design for Europe)





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LAB 4 LIVING

Maximising engagement

Novel Empowering Solutions and Technologies for Older People to Retain Everyday Life Activities (Horizon 2020)

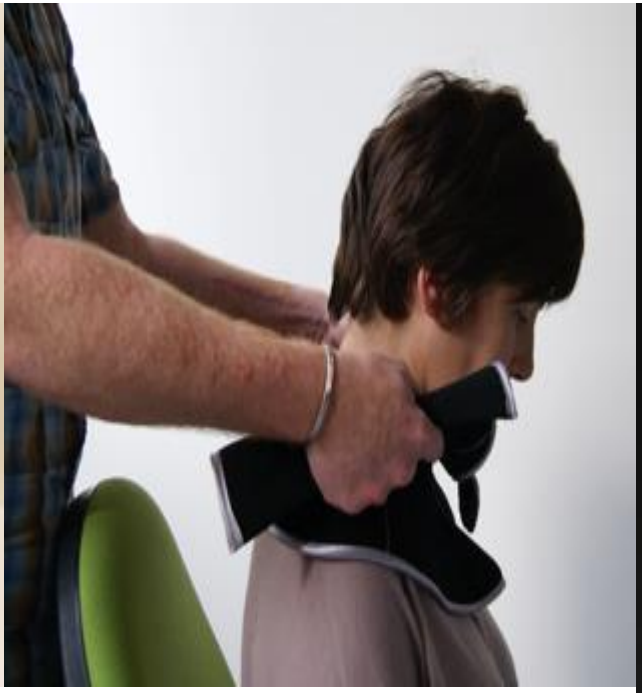
NESTORE

Critical artefact methodology to understand factors that promote or inhibit engagement with technology

European Commission
Horizon 2020
European Union funding for Research & Innovation

mnda motor neurone disease association

NHS National Institute for Health Research



Ethically co-design is fundamental
Links to our values as a profession
Ensures that this leads to the development of better products, better services, better interventions

Background to current study

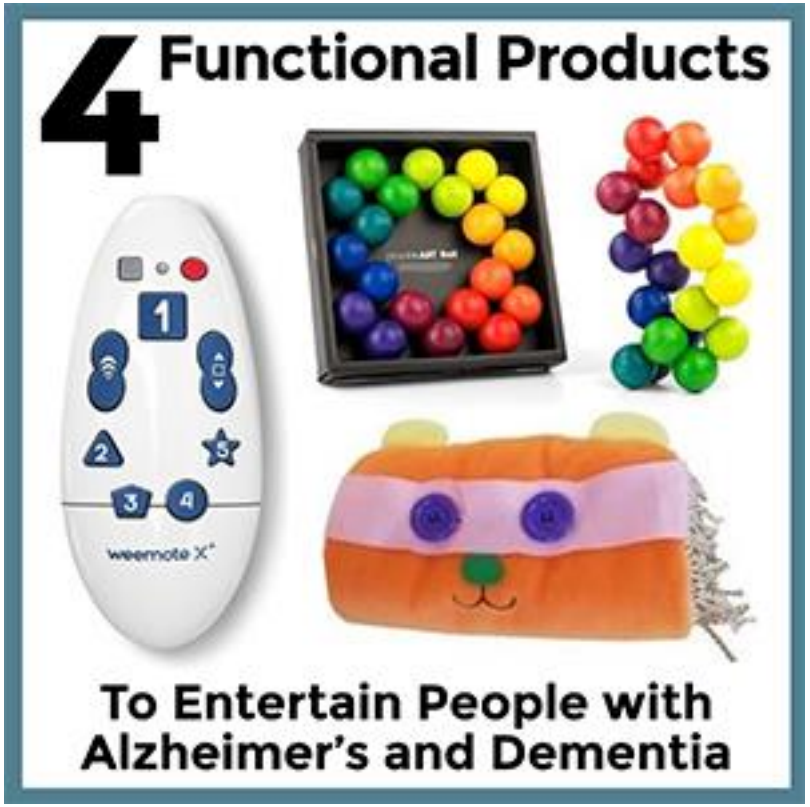
Photography in care homes: methods for a revealing practice

Care home context

- 430, 000 older people living in care homes
- Some of the most complex needs of society: 90% identified as living with high support needs (Lievesley et al 2011)

Low level of occupational engagement identified in every UK study of care homes since 1962:

- Booth (1985)
- Godlove, Richard and Rodwell (1982)
- Willcocks, Peace and Kellaher (1987)
- Mozley et al (2004)



Observations during research

- Occupations are enacted through objects
- Objects communicate important messages

Study Design: co-designing tools for engagement

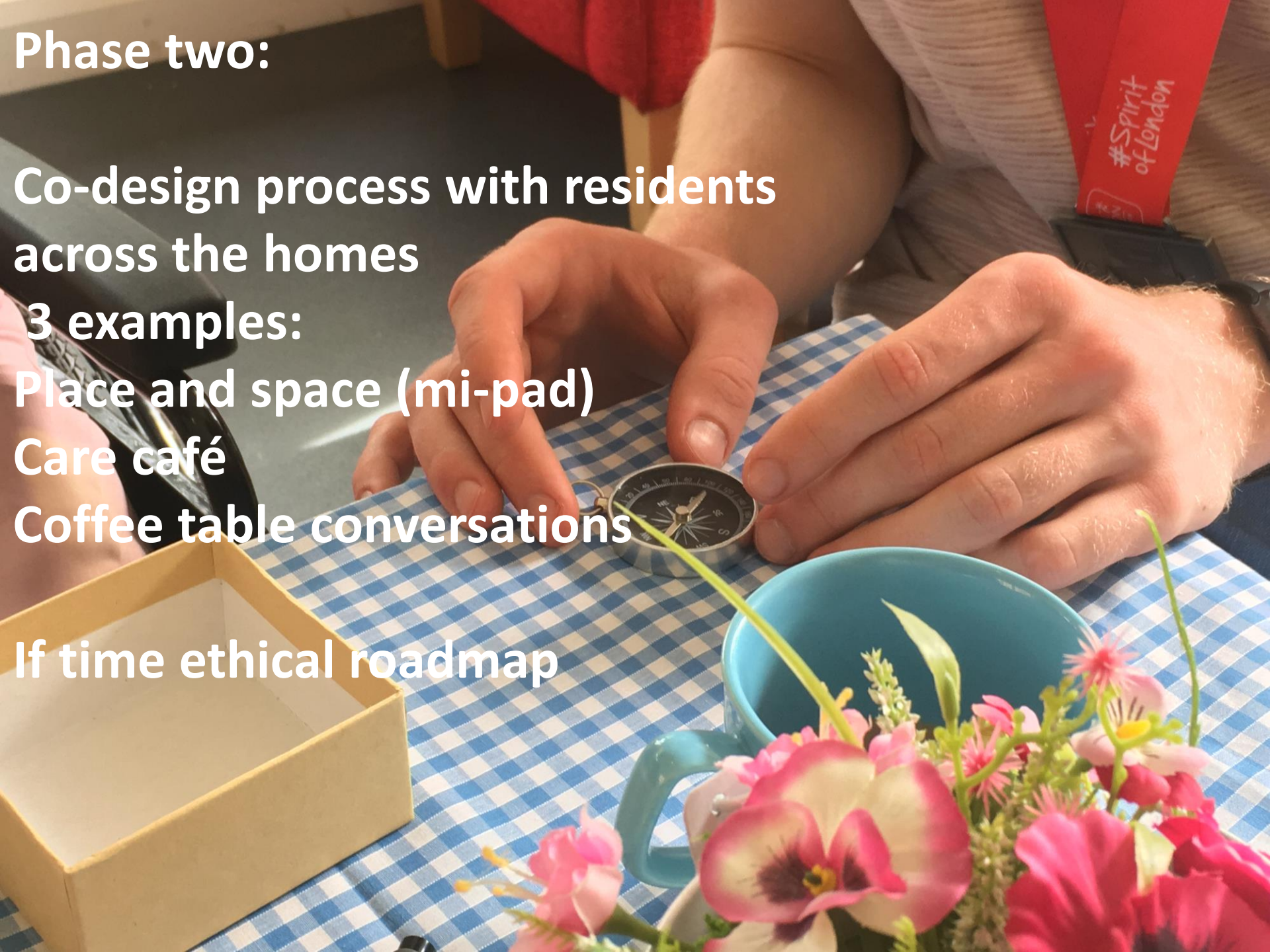
Ethical approval

- Phase one: focus group with 31 volunteers and activity co-ordinators across 11 care homes

People invited to share their experiences of engaging with residents using existing products and resources

Themes

- Time/resources
- Complexity of need (communication difficulties)
- Reminiscence
- Embarrassment
- Boredom (staff and residents)
- Need for meaningful conversations and wyas to have these



Phase two:

Co-design process with residents across the homes

3 examples:

Place and space (mi-pad)

Care café

Coffee table conversations

If time ethical roadmap

‘I don’t know where I am…’
Place and space

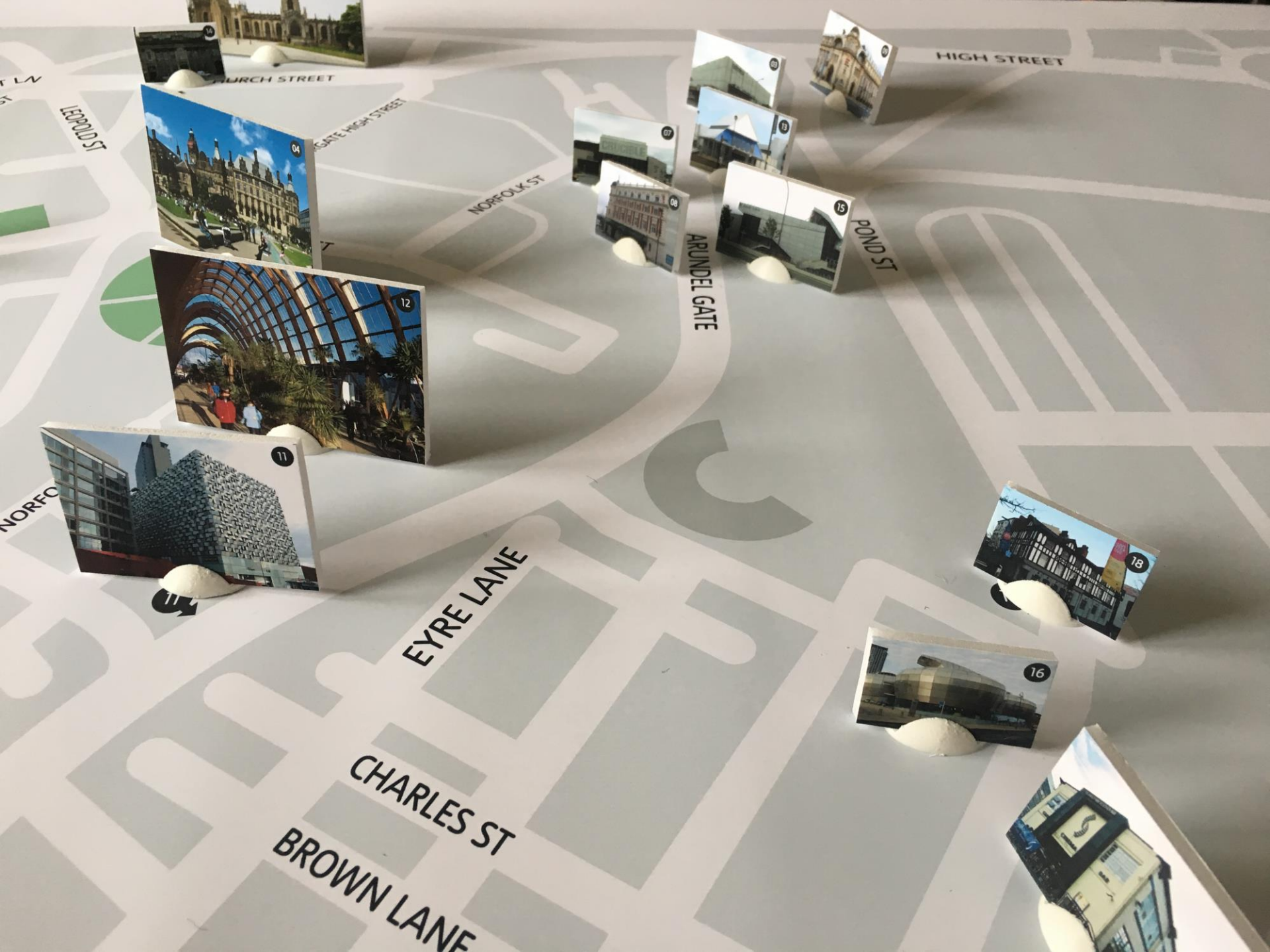
100 hours of ethnographic work

Six iterations of the resource

Reflects local, national and international

Spring-board for:

- Understanding occaaptional identity
- Life story work
- Reminiscence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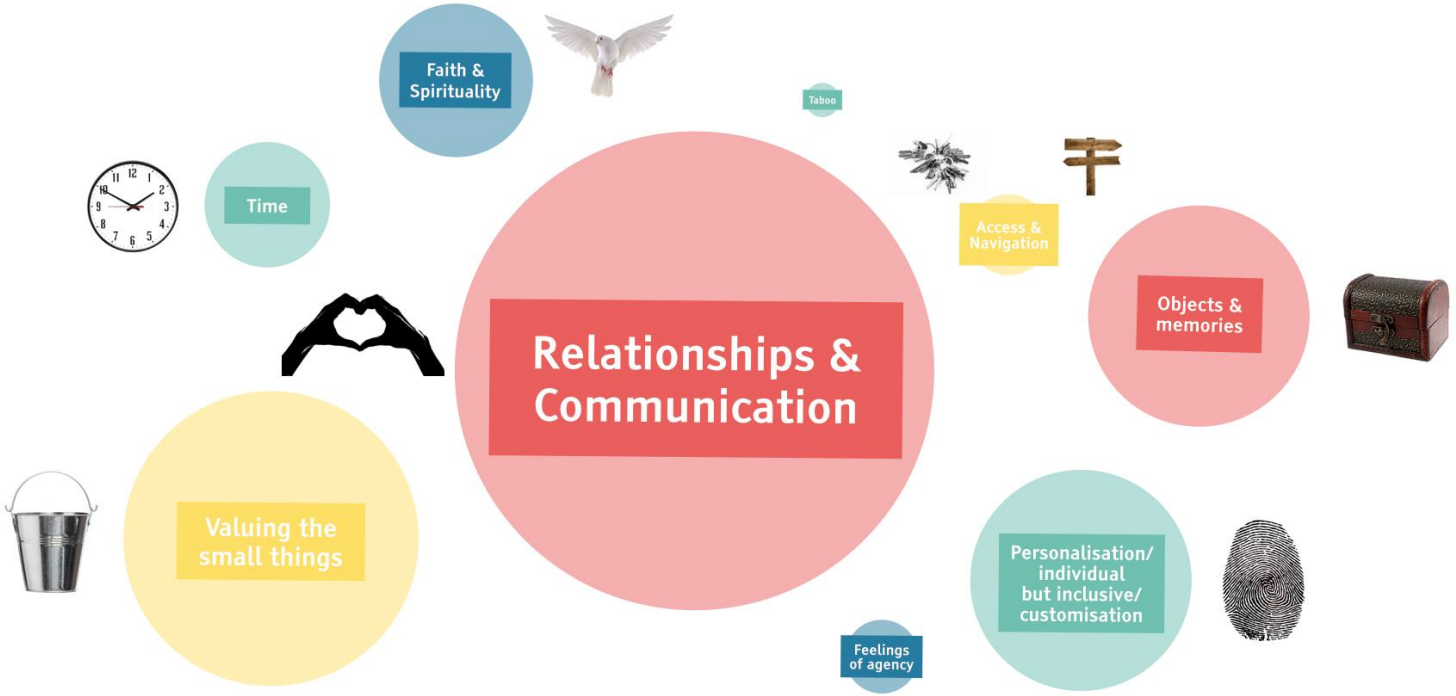
POND ST
ARUNDEL GATE
NORFOLK ST
LEOPOLD ST
EYRE LANE
CHARLES ST
BROWN LANE



- Care café: developed from Life Café research
- 10 care cafes facilitated: iterative process
- 100 older people participated
- Range of themes identified:
- Co-produced tool for engagement

Life Café
Kit
Life Café
Facilitator Guide
Life Café
Words
People

Life Café

warm
calm.
time to talk
relatable
-people
focused.
Empathy
stimulate
LOVING
CARING
GENEROU
COMPASS
FAMILY
ORIENT
JOYFUL
FUN.
FAIR
MY
MOTHE
Very
easy to
care for.
Encourage
Patient

Sense of achievement
Fresh air / being outdoors
We all have different dementias but we are all in the same boat we could all talk about it and we could all laugh about it and that's what you need, you need something where you can have people around you with similar needs.

50p
EACH

Asking questions
Practical ideas
Other?

Coffee Table Conversations
All about the pack
Catagories:
Meaningful activity
Meaningful activity
Table top conversations

The ethical roadmap

Final reflections…

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Reflections….

- Length of time and complexity of process: extensive range of needs in one environment
- Value of approach: hearing voice of residents and staff
- Design and creation have become occupations in themselves
- Role of OT in creating mechanisms to support and scaffold engagement
- Led to increased interaction and engagement – everyone has been part of the process